

ITIL® v3 Capability Service Offerings & Agreements

The ITIL® v3 Intermediate Qualification: Service Offerings and Agreements (SOA) Certificate is a freestanding qualification, but it also forms part of the ITIL® Intermediate Capability stream that leads to the ITIL® Expert Diploma in IT Service Management. This training Course, associated exam and certificate aims to teach, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL® Service Lifecycle core publication; Service Strategy.

The programme is an intense study of how process efficiency and effectiveness play a critical role in the overall credibility that is afforded to the IT department, by business customers.

This is an intensive programme and evening work and studies will be required in order to adequately prepare for the international exam.





About the course

We understand that people are a vital element of any effort to improve overall service delivery.

Most organisations recognise this, but very few have a structured solution to manage it.

We offer a variety of ITIL® Certifications and integrated workshops that prepare students to apply knowledge and techniques gained from our courses into real-world situations. Customised corporate training for your organisation is also available.

Course Outline

- Service Portfolio Management
- Service Level Management
- Service Catalogue Management
- Demand Management
- Supplier Management
- Financial Management
- Business Relationship Manager
- Service Offerings and Agreement Roles and Responsibilities

Exam Format

- 8 complex multiple choice questions
- 90 minutes
- Maximum marks available: 40
- Pass Mark: 28 marks

Each answer is weighted according to its degree of correctness. 5 marks for the most correct, 3 marks for the next most correct and 1 mark for the least correct answer. One answer is a distracter worth 0 marks.

Target Audience

The target group of the ITIL® Certificate in Service Offerings and Agreements is:

- Individuals who have attained the V3 ITIL® Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL® certifications
- Individuals who require a deep understanding of ITIL® in the Service Offerings and Agreement processes and how it may be used to enhance the quality of IT service delivery within an organisation
- IT professionals that are working within an organisation that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement programme
- Operational staff involved in Service Portfolio Management; Service Catalogue Management; Service Level Management; Demand Management; Supplier Management; Financial Management and Business Relationship Management who wish to enhance their role-based capabilities

This may include but is not limited to, IT professionals, business managers and business process owners.

Duration

The programme is a full four day event, including exam preparation and the option to take the international examination on the final day.

Pre-Requisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Foundation Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Outcomes

Following completion of this course, the candidate will possess knowledge of:

- How all processes in ITIL® Service Offerings and Agreement interact with other Service Lifecycle Processes
- The processes, activities, methods and functions used in each of the ITIL® Service Offerings
- How to use the ITIL® Service Offerings and Agreement processes, activities and functions to achieve operational excellence
- The importance of IT Security and its contributions to ITIL® Service Offerings and Agreements
- Understanding of technology and implementation considerations surrounding ITIL® Service Offerings and Agreements
- Challenges, Critical Success Factors and Risks associated to ITIL® Service Offerings and Agreements

Bookings and Enquiries

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